August 24, 1999

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MEMORANDUM TO AGENCY RECORDS OFFICERS AND INFORMATION RESOURCE MANAGERS: Records Management Training Calendar for FY 2000

The National Archives and Records Administration (NARA) recently issued its *Records Management Training Calendar for Fiscal Year 2000,* which lists a variety of training opportunities for Federal records and information managers. Copies of the calendar are enclosed and are also available on NARA's records management Web site at **http://www.nara.gov/records/fy00cal.html.**

The calendar includes classes on Federal Records Management, Records Scheduling and Disposition, Managing Electronic Records, and related subjects. These classes are designed to meet the needs of records managers at all levels of expertise and experience.

Please contact Nina Frederick, at (301) 713-6677, extension 268, with any questions about class content. Truedence Glenn (301-713-7100, extension 263) is available to answer registration questions. Address E-mail inquiries to **records.mgt@arch2.nara.gov.** Please plan to register early, since space is limited and registrations are accepted in the order received.

Also attached, for your information, are the minutes of the June 21, 1999 BRIDG meeting on NARA's scheduling and appraisal business process reengineering project.

Marie B. Allen
Director
Life Cycle Management Division

Attachments

Records Management Class Calendar FY2000

DATE	CLASS	LOCATION
October 21, 1999	Using WNRC Services	WNRC
November 15-19, 1999	Federal Records Management	Archives II
November 29, 1999	Introduction to Records Management	Archives II
Nov. 30-Dec. 2, 1999	Managing Electronic Records	Archives II
December 6-7, 1999	Scheduling Records	Archives II
December 9, 1999	Using WNRC Services	WNRC
January 10-11, 2000	Basic Records Operations	Archives II
January 12, 2000	Advanced Records Operations	Archives II
January 13-14, 2000	Scheduling Records	Archives II
January 25-27, 2000	Risk Management & Benefit Analysis for Records Managers	Archives II
February 7, 2000	Introduction to Records Management	Archives II
February 8-10, 2000	Managing Electronic Records	Archives II
February 11, 2000	Managing Microform Records	Archives II
February 24, 2000	Using WNRC Services	WNRC
March 6-7, 2000	Creating & Maintaining Adequate and Proper Documentation	Archives II
March 8-9, 2000	Records Scheduling and Disposition	Archives II
March 10, 2000	Evaluating and Promoting Records Management	Archives II
April 13, 2000	Using WNRC Services	WNRC
April 17-18, 2000	Basic Records Operations	Archives II

April 19, 2000	Advanced Records Operations	Archives II
April 20-21, 2000	Scheduling Records	Archives II
April 24-28, 2000	Federal Records Management	Archives II
May 23, 2000	Records Administration Conference (RACO)	Ronald Reagan Building & International Trade Center
June 5-7, 2000	Risk Management & Benefit Analysis for Records Managers	Archives II
June 15, 2000	Using WNRC Services	WNRC
June 19-23, 2000	Federal Records Management	Archives II
July 17-18, 2000	Basic Records Operations	Archives II
July 19, 2000	Advanced Records Operations	Archives II
July 20-21, 2000	Scheduling Records	Archives II
August 10, 2000	Using WNRC Services	WNRC
August 14, 2000	Introduction to Records Management	Archives II
August 15-17, 2000	Managing Electronic Records	Archives II
August 28-29, 2000	Creating & Maintaining Adequate and Proper Documentation	Archives II
August 30-31, 2000	Records Scheduling & Disposition	Archives II
September 1, 2000	Evaluating & Promoting Records Management	Archives II
September 18-22, 2000	Federal Records Management	Archives II

The cost is $150 per day for the classes listed above. The cost for customized classes will be negotiated separately.

For training outside the Washington, DC area contact David Weber, Training Coordinator, Office of Regional Records Service (NR), (215) 671-1175

Registration

To register for the classes listed in this brochure an agency should send an authorized form or document for purchasing Government training to the address listed below, unless a different address is specified in the class description. Payment may also be made by check, made payable to the National Archives and Records Administration, or by U.S. Government VISA or MasterCard credit card.

Training Registrar (Classes)
National Archives at College Park
Room 2200 (NWML)
8601 Adelphi Road
College Park, MD 20740-6001

FAX: 301-713-6144

To register for the RACO 2000 conference, send a training form, check or credit card payment to:

Training Registrar (RACO)
National Archives at College Park
Room 5320 (NWML)
8601 Adelphi Road
College Park, MD 20740-6001

FAX: 301-713-6852

Training registration coordinator Truedence Glenn is available to answer procedural and registration questions at 301-713-7100, extension 263. For questions about class content, contact Nina Frederick at 301-713-7100, extension 268. Address e-mail inquiries about classes or RACO 2000 to records.mgt@arch2.nara.gov.

Registration and requests for information for the two free workshops, "Using Washington National Records Center Services " and "Washington National Records Center CIPS Workshop," should be directed to

Training Coordinator
Washington National Records Center (WNRC)
4205 Suitland Road
Suitland, MD 20746-8001

Telephone: 301-457-7035
FAX: 301-457-7117

We encourage participants to register as early as possible because many classes fill quickly. Walk-in registrants will not be accepted.

Allow 4 weeks advance notice to ensure special arrangements for persons with vision, hearing, or mobility impairments. Contact registration coordinator Truedence Glenn to

arrange for special needs.

Persons registering at least 3 weeks before the class begins will receive a confirmation letter, along with written information about class times and location.

Substitution of a different attendee is permissible at any time before the class begins. Agencies will be billed for no-shows, however, unless registration is canceled at least 5 working days before the class begins.

Unless otherwise announced under individual class descriptions, classes meet from 8:30 a.m. to 3:45 p.m. at the National Archives at College Park, MD. Some classes will be given at more than one site. Classes do not meet when an unscheduled [or liberal] leave policy is in effect for U.S. Government employees in the Washington, DC, area. NARA reserves the right to cancel classes at any time.

Participants from outside the Washington, DC, area are responsible for making their own hotel reservations. A list of lodging options can be provided upon request.

Although classes are primarily for federal employees, they are open to federal contractors and to employees of state and local governments and of international organizations.

Directions to NARA Training Facilities

National Archives at College Park, MD (Archives II)

This facility is located at 8601 Adelphi Road, near the University of Maryland College Park campus. Take Interstate 495 (the Capital Beltway) to exit 28 south (New Hampshire Avenue). From New Hampshire turn left at the second stoplight onto Adelphi Road. The entrance to the Archives is on the left after you pass Metzerott Road but before you come to University Boulevard. Free parking for training class attendees is available.

Washington National Records Center, Suitland, MD (WNRC)

This facility is located in the Suitland Federal Complex in Suitland, MD. Take Interstate 495/95 (also part of the Capital Beltway) to exit 7 north onto Branch Avenue. From Branch Avenue turn right onto Silver Hill Road. After about 2 miles turn left onto Suitland Road. Turn left into the Federal Complex at the northernmost entrance (Gate 9) and continue on the circular drive to Building 4205, the Washington National Records Center. Free visitor parking for training class attendees is available; however all cars must be registered at the guard's desk in the entrance lobby.

National Archives and Records Administration
Records Management

Bimonthly Records and Information Discussion Group (BRIDG)

10:00 a.m. - 12:00 p.m., June 21, 1999
Room 105, National Archives Building, Washington, DC

TOPIC: NARA's Scheduling and Appraisal Business Process Reinvention Project

About 30 people attended the June 21, 1999, BRIDG meeting to discuss NARA's Business Process Reinvention (BPR) Project to study the process of scheduling and appraising Federal records. After Michael Miller, NARA's BPR Project Director, provided an overview of the project, two representatives from the Federal records management (RM) community shared their views on the need for changes to the scheduling and appraisal process. The BPR dialogue continued with a question and answer session and small group discussions.

The NARA BPR perspective

Michael L. Miller, the BPR Project Director, began by introducing members of the BPR project team that were in attendance: Bill LeFurgy, Susan Sallaway, Marc Wolfe, and Susan Cummings have been detailed to work full time on the BPR project. The project should take 18 months to 2 years to complete.

The project will look at all facets of NARA's current scheduling and appraisal process, examine basic policy issues, and review steps in records identification, appraisal, schedule development, and schedule approval. The project will consider dramatic improvements that could assist in meeting critical performance measures. The BPR Team will assess the application of enabling technology, where appropriate, to support processes.

The BPR is a high priority project for NARA. Top-level management support, considerable resources, and dedicated staff have been committed to the project. Miller noted that various people may hold different, and sometimes competing, expectations regarding the outcome of this project, so open, honest, and continuous communication will be especially important, and encouraged, on this project.

Records Management Community perspectives

Two members of the Federal records management community made remarks. The first person expressed his personal opinions regarding the BPR project including the hope that NARA will stop scheduling records based on media, start showcasing best practices for other agencies to use in the scheduling process, and recognize that agencies should have authority, and ultimately responsibility, for their own records. He also hoped that the BPR would be a springboard for a more inclusive, government-wide approach to records management and a catalyst for change in NARA's culture.

The second person stated that NARA should 1) recognize existing agency competencies, 2) give agencies delegated or expedited disposition authority based on those competencies, 3) concentrate more effort on validating agencies RM programs and less on records series, and 4) emphasize NARA's role as a knowledge center rather than regulatory body.

The Question and Answer Session

- One participant felt that the current mechanism for resolving problems with submitted schedules was inadequate.

- Someone asked if NARA had identified electronic records management vendors as a stakeholder community and source of information.

- Another person asked about the possible BPR support contract and its time table.

Several questions revolved around keeping the RM community informed. Miller noted that in addition to informational meetings, such as this BRIDG meeting, the BPR team has its own e-mail address (scheduling.bpr@arch2.nara.gov) and will have a web page on the NARA site. Other communication channels recommended by the RM community would be considered.

One question noted that no Agency Records Officers were serving on the project. Miller explained that three of the team members had served in Federal agencies records management programs, two members of the team were former Agency Records Officers, and that the opinions and needs of the RM community would be gathered and collated in a systematic manner. Focus groups, interviews, and questionnaires were but a few of the information gathering tools the BPR team had already identified. Miller reiterated that the team would entertain ideas on other methods as well.

The BRIDG group discussions

The BRIDG meeting participants broke up into four smaller groups, each with one of the BPR team members, to discuss the BPR and six questions posed by Miller. The questions served as a starting point for the group discussions. Some of the opinions and ideas expressed by records officers during the discussions include the following:

1. What would you most want the BPR to accomplish?

- NARA should revisit the legal definition of records. It should be briefer and clearer.

- What information does NARA actually need on the SF-115? Focus on the content, not the form.

- NARA should develop guidelines on what an agency will need to create, purchase, or implement an electronic record keeping system. The guidelines and systems should be tied to scheduling records. Some records officers are worried that NARA will require electronic record keeping, others think that's exactly what NARA should do. [NARA is developing advice on electronic recordkeeping systems through its Fast Track project.

- The Archivist should delegate the disposal authority for temporary records.

2. What worries you the most?

- Records officers are worried that the BPR will put work back on agencies lacking the knowledge, tools, and resources to handle the workload.

- Records officers are worried that the BPR will be overtaken by events. Due to advances in technology, changes occur with great frequency in Federal offices and it will be a different world after NARA takes 5 years to re-engineer.

- Records officers are worried that the project will not meet its goals.

- Records officers worried about "change blockers" within NARA who would resist or prevent implementation of the recommendations.

3. What should we try to achieve?

- NARA should use retention bands classes for three types of records: 1) long-term, temporary records 2) short-term, temporary records 3) permanent records. Let agencies worry about the first two, and NARA should only worry about permanent records.

- NARA should develop a training program for certifying agency RM programs and officers. If agencies were certified as competent in records management, NARA could streamline the scheduling process for those agencies and focus on assistance efforts with the remaining, uncertified agencies.

- NARA should have a different process for new, continually-created records series than it does for old records found in an office requiring a one-time disposition schedule.

- NARA should move toward being able to effectively and quickly approve schedules on electronic records, web pages, systems, e-mail, and databases.

- Once a records schedule is submitted to NARA, record officers should be able to track it to find out exactly where and what is happening with it.

4. What should we try to preserve? (What's working well now?)

- Though NARA should streamline the schedule review process, it should not eliminate the scheduling process because it helps records officers raise their programs' profile and records management awareness.

- NARA should develop a one-on-one client focus. The comments were unanimous about being pleased with the NARA liaisons. The words used to describe the NARA appraisal archivists they worked with were "accessible", "people/client-oriented", and "knowledgeable".

5. What should we try to avoid?

- Records officers are concerned that changes in agency processes due to 99-04 will have to be changed again due to the BPR's recommendations.

6. How should we involve you in the future?

- NARA should develop a Frequently Asked Questions (FAQ) for the BPR web site to answer questions most records officers have or will have as the project develops.

- Separately from the BPR, there was continued interest in NARA hosting a listserve for records officers to discuss topic of interest among themselves and to keep updated on various RM projects.

Conclusion

Miller thanked everyone for coming and for being willing to participate in the BPR process. For those who missed the session or wish to make additional comments, e-mail messages may be sent to scheduling.bpr@arch2.nara.gov or made by phone to Susan Sallaway at 301-713-7360 x 230.